



**PLANNING & DEVELOPMENT DIVISION CUSTOMER SERVICE SURVEY**

1. Which of the below best describe you?  
 Consultant                       Developer  
 Owner/Builder  
 Other \_\_\_\_\_
2. List the type of application for which you had contact with the Planning & Development Division?  
\_\_\_\_\_
3. My comments on this survey are for:  
 A specific staff member (name):  
\_\_\_\_\_  
 Overall service by planning & development staff
4. Did Staff return your phone calls within two (2) business days?  
 Yes    No  
If No, how long did it take? \_\_\_\_\_
5. Courtesy and professionalism of Staff.  
 Excellent    Good    Fair    Poor  
 N/A
6. Staff's explanation of the expected application deadlines and issues involved in the review process.  
 Excellent    Good    Fair    Poor  
 N/A
7. Staff's explanation of the items needed to submit with your application.  
 Excellent    Good    Fair    Poor  
 N/A
8. Staff's explanation of known issues/concerns pertinent to your application and explanation of options available to you.  
 Excellent    Good    Fair    Poor  
 N/A
9. Staff's knowledge of the relevant subject matter.  
 Excellent    Good    Fair    Poor  
 N/A
10. Did Staff provide you with comments within 14 calendar days of application submittal or resubmittal?  
 Yes    No   If No, how long did it take? \_\_\_\_\_
11. Did Staff notify you within 10 days of public meetings and/or hearing dates during the application process?  
 Yes    No   If No, how long did it take? \_\_\_\_\_  N/A
12. Staff's timeliness (within 5 days of the public hearing) in providing you with a copy of the agenda memorandum related to the public meetings and/or hearings related to your application.  
 Excellent    Good    Fair    Poor  
 N/A   If Fair or Poor, how long did it take? \_\_\_\_\_
13. Staff's communication with you throughout the planning process.  
 Excellent    Good    Fair    Poor  
 N/A
14. Overall experience with the Planning & Development Division was:  
 Excellent    Good    Fair    Poor  
 N/A
15. Please provide any additional comments to help us improve the planning process  
\_\_\_\_\_